

## QUALITY OF WORK LIFE IN INDIA-A CASE STUDY OF BPM COMPANIES IN HYDERABAD

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### ABSTRACT

*The quality of working life (QWL) that every employee experiences is mostly enthusiastic about three main aspects such as job satisfaction, job autonomy and work-life balance. An imbalance between any of these three aspects would be a result of poor QWL. There is ample support in research to suggest that reasonable QWL would lead to better productivity, wellbeing, and mental health among employees. Approximately five hundred responses were analyzed victimization IBM-SPSS, AMOS and also other numerous applied statistical tools along with multiple linear regression, structural equation modeling, provided evidence that there is a positive relationship between the market type of culture and employee job satisfaction. and themselves has a positive effect on the QWL of workers in selected BPM organizations in Hyderabad. It was concluded that home employment, work culture, remote workspace unit influences the employee perspective and also the employee's perception of QWL in these organizations. Workforce perception plays a serious role in affecting the level of organizational engagement and managers need to be forced to be aware of workers' perspectives and formulate ways of wonderful business practices to keep them.*

**KEYWORDS:** Paradigm, Quality of Work Life (QWL), Business Process Management, Work Life Balance, Job Satisfaction & Job Performance

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### 1. INTRODUCTION

The biggest change is that the standard of working life paradigm is a philosophy that outlines a way and a set of effective, low-to-earth management tools that should complement a full series of organizational activities and training, especially if India remains competitive. in the 21st century national market. According to Scully, J., Kirkpatrick A., Locke, E., (1995), have shown that Quality Workplace Health can be a process in which a company responds to the desire of employees to create ways that enable them to participate fully. This is an important measure of organizational performance (Mirvis, 1984). An evaluation of the quality of life of textile workers in Bangladesh assessed the researcher. Author Kannaiah<sup>1</sup>, G. Sasikumar (2014) has chosen that the working life of Tamil Small Industrial Workers also aims to improve the level of emotional intelligence and quality of life of men and women analyzing people working in the small industry. One author explained that the quality of work life (QWL) can and maybe the interdependent relationship between work, home, individual and organization.

There are individual desires such as reward, safety, and well-being that the organization wishes to satisfy in order to keep the person happy and motivated (Cavry, 1995). Business Process Management (BPM) is the transfer of one or more IT-enabled IT (ITeS) service providers to each service provider, who owns, owns and owns a preferred method, supported by specified and measurable operating conditions. The BPM sector is one of the

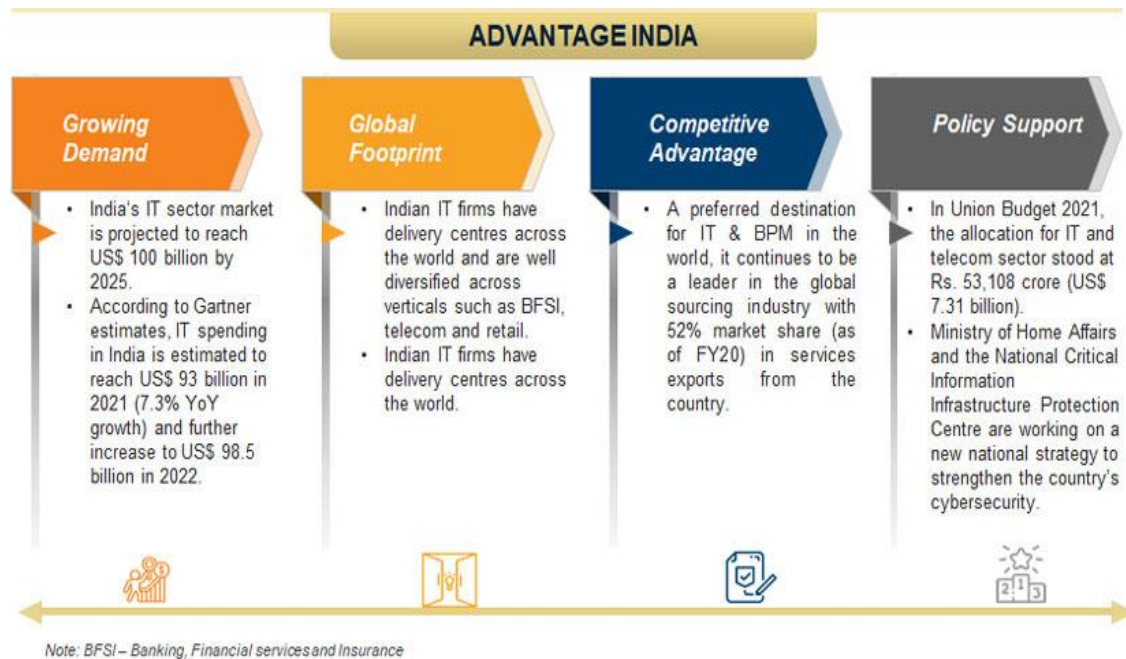
fastest growing sectors in ITeS in general and especially in Hyderabad. The sector has grown from a CAGR of 10.71 percent to \$ 167 billion in FY18 from \$ 74 billion to FY10, which is 34 times faster than the growth of ITes worldwide. (<https://www.ibef.org/download/IT-ITeS-July-2019.pdf>). Giving importance to corporate code of conduct is an important issue (seventy-eight Australians, 80 Canadians and 39 Swedes). among other things, the content of Australian and Canadian codes has been found to be similar, reflecting the same history and subculture, and in a few regions one of a kind of Australian and Canadian code, reflecting cultural differences between Sweden and other nations (Jang Singh, Emily Carasco, Goran Svensson, Greg wood, Michael Callaghan, 2005).

The current study aims to close these gaps by developing a new paradigm to create a happy working environment for BPM companies in Hyderabad and to maintain a high standard of living for new professionals working there. Interestingly, the BPM industry is the largest employer for young people in India. Therefore, their physical and mental well-being is of interest to the IT department, the Department of Health and the general public. Based on the importance of research, surveys and independent evidence indicate that workers in the BPM sector are experiencing a high level of stress and fatigue, leading to high fluctuations and therefore improved QWL staffing can help assess flexibility. quality is an important topic in the BPM industry.

### **1.1. Business Process Management (Bpm)**

The origins of BPM go back to the 1990s when BPM was seen as the next big issue near the development of a wave of workflow. Today it develops into many concepts such as Workflow (WFM), Case Management (CH), Business Request Consolidation (EAI), Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) etc. (Weske, M., WMP, 2004). The definitions of BPM in the various publications available include a broad view of the business management approach within the organization, using technology and strategies as tools. Over the years India has become one of the most influential areas in the IT-BPO financial sector in 2017, with about 56% of the largest market share in the international outsourcing market. The sector contributed 9.3% of GDP for 2015-16, with exports doubling in the last six years. India's BPM industry is known for its cost competitiveness and high quality of service, which may be the reason for this growth. Therefore, BPM can often be introduced as a provider of tools and strategies to effectively manage business processes (Zhengxing Huang, W.M.P. van der Aalst, Xudong Lu, Huilong Duan). It is understandable that BPM can play an important role in an organization, especially those that focus on business operations, as BPM is not just about acquiring, designing, supplying and executing business processes. But also because of the quest for evolution, you want it should allow for the co-operation, control, analysis and efficiency of processes (Smith, H., 2003). In many cases, employees make the difficult decision to leave because of a close manager / supervisor instead of an organization. Thus, equipping managers with the necessary skills is a good way to satisfy the task of integrating Millennials into the workforce, and developing QWL as a whole can help eliminate this difficulty. In this research paper, we also discussed testing objectives and speculation, data collection method, sample and sample method, QWL qualification tool, and size reliability. commercial enterprise technique control (BPM) is a method that allows techniques to be designed and tested, and has already been highlighted internally in the literature as a useful professional management tool. the repository can be depleted with BPM, which sells fast and fast in a situation where new talent emerges and needs immediate absorption (Juliana Salvadorinho, Leonor Teixeira, 2021)

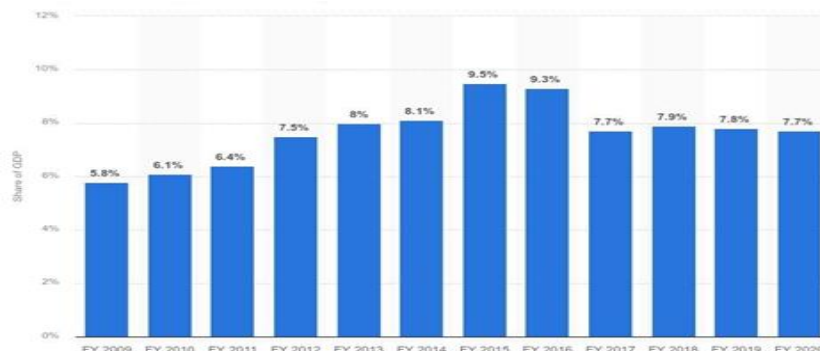
## The Bpm Industry – A Snapshot



**Figure 1.1: Market Size of IT-BPM Industry (US \$50 Billions)**

Source: <https://www.ibef.org/industry/information-technology-india.aspx>

Source: <https://www.ibef.org/industry/information-technology-india.aspx>



**Figure 1.2: Share of Information Technology/Business Process Management Sector in the GDP of India from Financial Year 2009 to 2020**

Source: <https://www.statista.com/statistics/320776/contribution-of-indian-it-industry-to-india-s-gdp/>

## 2. THE PROBLEM STATEMENT

As early as the 1950s, researchers began studying the standard of the working life of employees with the intention of making the workplace a more powerful place to work, study and live. The ultimate goal was to humanize the workplace under numerous names, thankful for industrial democracy, workplace democracy. In the current discourse, the notion of workplace democracy, defined here as having a say in working conditions (wages, benefits and working hours) and the wider range of policies that govern work and employment in general, is rarely, if ever, discussed. Nonetheless, over the past decade and a half the issue of empowering workers and empowering workers to participate in economic decision-making has been raised by a new generation of labor economists, industrial relations scholars, law professors, and even

management experts (Slinn, Sara and Tucker, Eric (2013).

### 3. REVIEW OF LITERATURE

In addition, the inability of employees to adapt to the same complex needs of their professionals and personal health has contributed to the growing pressure and conflict of boys today. The disadvantages of this idea are evident in the fact that the high level of working life of employees in the BPM area of Hyderabad has become increasingly important for them to find real problems and find appropriate solutions to solve them.

The old method of designing the workplace in the management of education was primarily aimed at dividing employees or professional staff, organizational governance, accurate supervision and management of employees and proper work ethic. While this approach can bring many benefits to organizations and communities, the disadvantages have been human resources. The very special activities of the workers have led to their isolation from society, weakening the interests of their community in the whole product and making them so unfit that they lose their pride in their work (Tripathi, 2003). In this application, employees do not have the opportunity to apply their ideas, develop new skills and have a variety of activities. This led to high fluctuations and absenteeism, which led to a decline in job quality and job segregation (Blauner, 1964).

Beginning in the 1950s, researchers began studying the QWL for staff to make the workplace a powerful workplace, learning and living environment. The main objective was to make the workplace more human in words, to appreciate industrial democracy, workplace democracy and to ultimately improve QWL. In keeping with modern times, numerous occupational health analytical reports from now on have proved that local events have a significant impact on individuals and their families (Greenhaus, Lewis, 1997). A flexible work environment, coupled with highly competitive activities and family responsibilities, had a negative impact on men, leading to lower morale and motivation, decreased productivity, and increased fatigue and profitability (Benedict & Taylor, 1995; Galinsky & Stein, 1990). This in turn leads to a significant increase in stress-related health problems, which are interpreted as a monetary component of both managers and governments (Callus, 2001; Davis & Cherns, 1975; Huzzard, 2003; Levine, 1983). ). In the mid-1970s, QWL was considered the lightweight of certain changes and methods introduced to organizations not only to increase productivity below, but also to increase staff identification and a sense of happiness and pride in their work (Davis & Cherns, 1975; Sashkin & Burke, 1987). According to Walton (1975), QWL gains value in order to preserve human and environmental standards that are ignored in order to promote technological advances in production and profitability. During the development of some QWL-related research, and after many Waltons QWL Model programs, the reality emerged that some staff members, while being tested for QWL, identified problems in interpreting and understanding QWL's unique position. complex phrases and expressions. Another aspect of the problem is the lack of specific and vague questions or explanations for each condition.

He has completed many analyzes in this room and is enthusiastic as a first-degree participant in the QWL concept. He advises 8 things with the help of which can be measured by the high quality of the running lifestyle. they are a fair and just wage, working conditions, use and development of skills, opportunities for growth and security, social and employer integration, legal practice, paintings and general living space in addition to the social value of existing employees. In line with Cole, D. C. R. (2005), good health within the workplace encompasses many aspects of the surrounding landscape that affect the overall suitability and performance of an employee. As technology became available to everyone, companies began to invest in transforming the workplace, trying to tailor it to the physical, psychological and social needs of their

employees, as this was a way to differentiate them from the face of the market. India is taking 12 months of international business venture (BPM) market. The Indian BPM sector is expected to generate US \$ 50 billion in sales by 2020. Business Process As a service uses cloud technology to improve BPO. Travel, communication platform, complex event analysis and statistics include smart BPM that combines old strategies and trending information to increase customer expectations and patterns (<https://amritt.com>).

### **3.1. Domestic & Foreign Companies**

India has the world's largest variety of IT-BPM companies, more than sixteen,000. 80% of IT-BPM sales come from one hundred and thirty-five large and medium-sized companies. Leading domestic companies in India and their services include Genpact Ltd, Tata Consultancy Services Ltd, Wipro BPO, Infosys and Aegis Ltd and so on.

## **4. RESEARCH METHODOLOGY**

### **4.1. The Objectives of the Study**

- To collect the opinion of employees regarding the quality of working life within the selected metronome marking organizations in Hyderabad.
- Identify the factors influencing the quality of working life of the staff within the selected metronome marking organizations in Hyderabad.
- To examine the relationship between variables such as job satisfaction, job autonomy and work-life balance with QWL in relation to the selected metronome marking organizations in Hyderabad.

### **4.2 Research Method**

This study has natural evidence. Selected BPM / BPO research units in Hyderabad. The research style includes the scope of the study, the samples, the data selection process, the testing tool (questionnaire), the measurement of key variables, the experimental study, and concludes with the process of analyzing data and evaluating relationships between variables. A well-designed form was used to collect data on many aspects of working quality and thus in selected QWL decisions. A sample of 500 employees was eventually selected from several metronome marking companies in Hyderabad. Secondary data is collected in multiple reports, journals, journals, position papers, green papers, etc. A systematic questionnaire was distributed to 700 selected BPM employees in the main Hyderabad area, of which only 500 respondents were considered to have their full answers. nature. Answers are analyzed with descriptive and non-descriptive statistics in use. IBM-SPSS Version 21.0 and IBM AMOS 26.0 were used for data analysis.

### **4.3. Research Questions**

Based on the key nouns mentioned in the QWL literature and as described in the introduction, the following research questions are investigated to achieve the purpose.

- Are there significant differences in staff QWL based on demographic variables such as gender, age, marital status, education, monthly salary, full work experience and work experience in the current organization?
- Does QWL have an impact on staff performance?
- Does QWL contribute to employee satisfaction?

#### 4.4. Hypotheses Formulation

On the basis of the theoretical framework described and on the basis of the Systematic Literature Review described above, the following hypotheses were formulated:

The following hypotheses are formulated:

- H0: There is a significant difference between male and female employees with respect to the factors of QWL in BPMs of Hyderabad.
- H1: There is a significant difference between unmarried and married employees with respect to the factors of QWL in their organization.
- H2: There is an association between level of quality of work-life and level of Work from Home.

#### 4.5. Data Collection

The primary data were supplemented by a spate of secondary sources of data. The secondary data pertaining was gathered from Encyclopedias, e-books, Internet-surfing. The researcher used the tool as five-point Likert's scaling technique and open-ended questions to collect the primary data.

### 5. RESULTS & DISCUSSIONS

#### Discussion on Structural Equation Modeling

- Fair pay and performance feedback are highly influencing Job satisfaction (or employee attitude) in select BPM as confirmed by respondents also statistically seen in the SEM above.
- Flexible work timings and work from home (WFM) are possibilities influencing the WLB.
- Learning and Growth and Social relevance (goal congruence), safe and healthy working conditions, utilization of completion are the influencing factors of QWL.

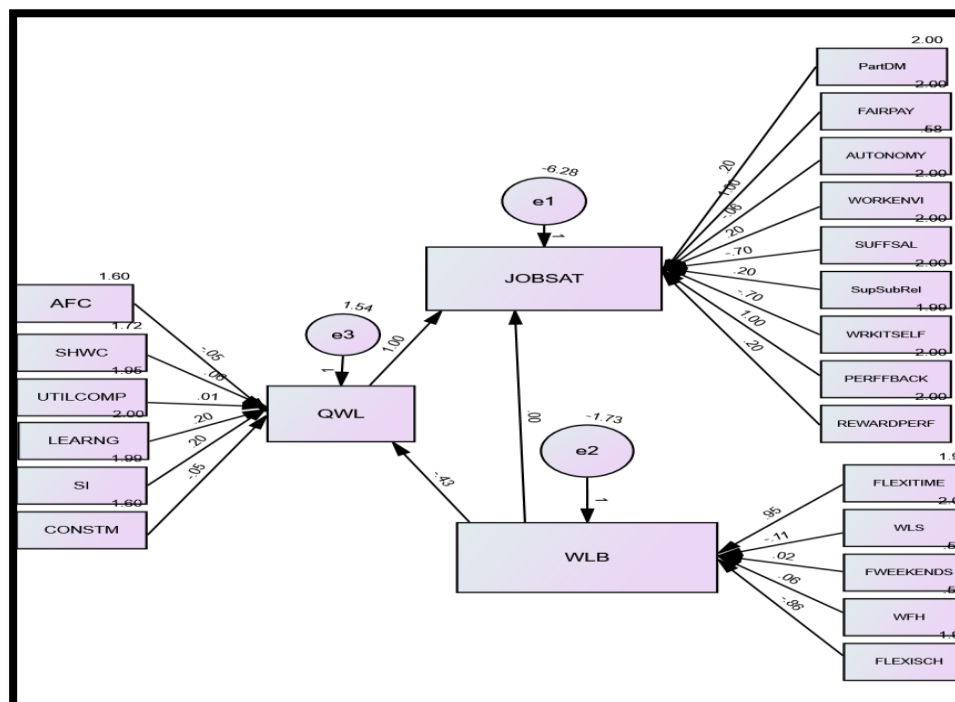
Distribution of sample based on the preceding demographic variables is given within the following tables.

**Table 5: Demographic Variables (n=500)**

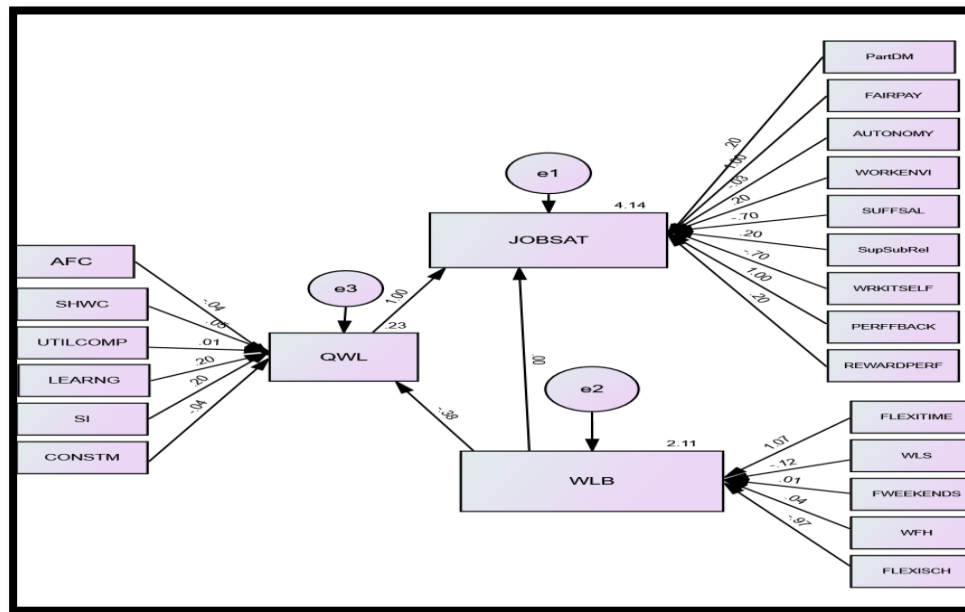
Demographic Characteristics	Description	No of Respondents	Percent
Age (Years)	Below 30	391	78.2
	31-45	98	19.6
	45 and above	11	2.2
Gender	Men	226	45.2
	Women	274	54.8
Marital Status	Married	146	29.2
	Unmarried	354	70.8
Educational Qualification	SSC	97	19.4
	Graduation	264	52.8
	Post-Graduates & Above	118	23.6
	Professional	21	4.2
Nature of Job	Technical	131	26.2
	Non-Technical	369	73.8
Monthly Income	Less than Rs. 10,000	206	41.2
	10,001 to 20,000	173	34.6
	20,001 & above	121	24.2
<b>Source:</b> Primary Data			

### 5.1. Discussion on Sem for Qwl

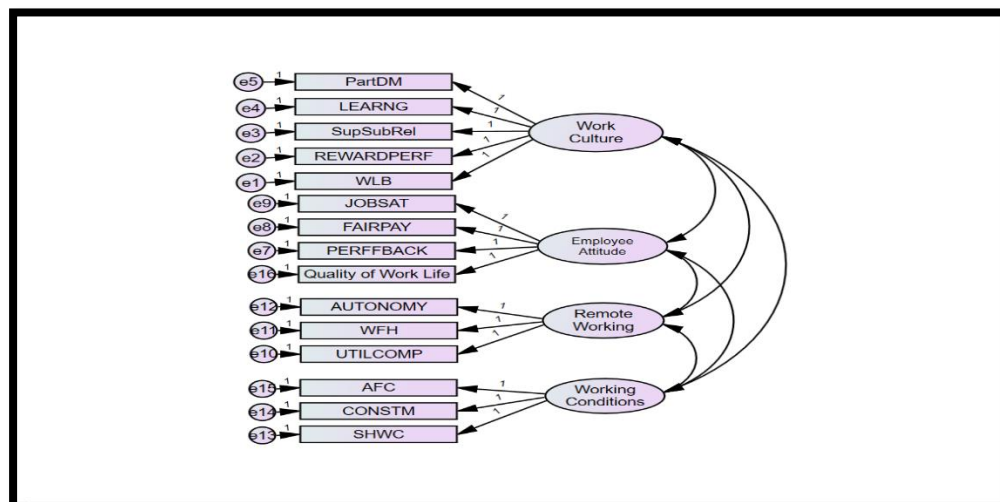
- A unit of fair pay and performance that greatly influences job satisfaction (or work attitude) in selecting M.M. as confirmed respondents seen by sharing statistics in SEM at the top.
- Flexible working hours and local work opportunities (WFM) to influence the WLB.
- Learning and growth and social fitness (policy compliance), safe and healthy working conditions, use of graduation are factors that influence QWL.
- This represents the work ethic that exists in the organization even though adequate and honest compensation has been obtained poorly yet it is very important because it provides a fair payment that greatly affects QWL.



**Figure: 5.1: Structural Equation Modeling using AMOS.**  
Source: Primary Data



**5.2: Structural Equation Modeling using AMOS.**  
Source: Primary Data



**5.3: Confirmatory Factor Analysis (CFA).**  
Source: Primary Data

## 6. FINDINGS

### A) Age

About 78.2 percent of respondents are in the under-30 age group and the remaining 21.8 percent are in the age group of 31 years and older (19.6 percent), however, only 2 percent are senior staff members over the age of 45. This indicates that the total age group of respondents is less than 45 years of active working age and can contribute to the growth and development of the organization and very few staff are available to provide strategic direction to these selected BPMs. This is a huge shortage of BPM organizations.

**B) Gender**

Women dominated constituting about 54.8 percent of the sample and the remaining 45.2 percent are men.

**C) Marital Status**

Respondents' marital status accounted for 29.2 percent of marriages while unmarried respondents were 70.8 which is alarming because of the fact that dismissals are more common in single youth under 45 years (78.2 percent of the age group), leading to higher levels of depression. Young people under the age of 35 are more likely to be attracted to greener pastures and to expect higher incomes and to face health inequalities as they have more income to spend or explode. Therefore, QWL in both categories of sample responders is a cause for concern although the reasons are found to be the same due to the type of work they are assigned to.

**E) Educational Qualification**

More than half of the respondents graduated (52.8 per cent) and the remaining 19.4 per cent are SSCs, 27.8 per cent are graduates and interns. This indicates that the majority of respondents are about 80.6 well-educated and about 27.8 are very young at about 20 years of age or younger. This is an excellent feature representing the skilled staff working for selected Hyderabad BPMs in this study.

**D) Nature of Job**

The majority of respondents (73.8 percent) are in the non-technical category and just over a quarter (26.2 percent) are in the technical category. The nature of the work of most of them is to communicate with customers or customers, which requires a high level of alertness and involves great skill while interacting with customers, however, in the work environment in BPM, the management of these employees is accountable to their managers., relationships with co-workers, family and other work pressures lead to stress and fatigue as the work environment of work requires high levels of energy and mental well-being. Any amount of frustration can affect productivity or quality of service in selected BPM units detected by the researcher during discussions with respondents. Income ratio above INR 20001 is only about 24.2 percent which is very low compared to other categories of income, inflation / inflation, living standards in Hyderabad.

**7. INFERENCE STATISTICS**

Inferential statistics, unlike descriptive analysis, brings out inferences about the phenomenon under study with regard to the selected sample. Various methods like Factor Analysis, Correlation, Regression, ANOVA, Structural Equation Modeling (SEM) etc. have been used by the researcher to draw inferences about the sample under study.

**Table 7.1: KMO and Bartlett's Test**

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		.840
Bartlett's Test of Sphericity	Approx. Chi-Square	13337.348
	Df	66
	Sig.	.000
Source: Primary Data		

**7.2. Testing of Hypotheses I**

- Ho: There is no significant difference between male and female employees with respect to the factors of QWL in BPMs of Hyderabad.

- H1: There is a significant difference between male and female employees with respect to the factors of QWL in BPMs of Hyderabad.

To test the hypothesis, in Table. 7.1, “there is no significant difference between male and female employees with respect to the dimensions of factors of QWL”, the significance of difference between the mean scores of male and female employees with respect to the five variables considered in the current study and the results are summarized in Table.7.2 given below:

**Table 7.2: T-Test for Significance of Difference between Male and Female Employees with Respect to the Dimensions of Factors of QWL**

Factors	Gender	Mean	SD	t value	P value
Work Culture	Male	23.96	3.488	1.426	0.154
	Female	24.41	3.447		
Working Conditions	Male	24.10	3.412	0.657	0.511
	Female	23.91	3.118		
Work Life Balance	Male	24.81	3.107	3.101	0.002**
	Female	23.97	2.934		
Employee Attitude	Male	11.67	2.118	2.540	0.011*
	Female	12.10	1.663		
Quality of Work-Life	Male	58.00	8.096	0.734	0.013*
	Female	57.46	8.369		
*Significant at 1%level*Significant at 5% level Source: Primary Data					

Table 7.2 shows that the p value is greater than 0.05 ( $p > 0.05$ ) in the work culture (0.154), working conditions (0.511), while the p value is less than 0.05 ( $p < 0.05$ ), the working life balance (0.002), work attitude (0.011), and level of occupational health (0.013). Since the value of P is greater than 0.05, the null hypothesis (Hyp. 1) is accepted at a level of 0.05 significance. Therefore, it concludes that there is no significant difference between work culture and working conditions. However, residual variables such as work life balance, work attitudes and quality of work life are  $p < 0.05$  therefore, it can be argued that the null hypothesis is rejected and another hypothesis is accepted at the 1 percent value level in relation to these three factors. Therefore, there are significant differences between male and female employees regarding these three QWL factors. Based on the median score, it was found that the average self-reported score of male employees was 24.81 and that of female workers at 23.97 BPM. It means that male employees are more confident than female employees. This difference is statistically significant. Why do female employees have lower self-esteem than their male counterparts? This may be due to the normal upbringing of girls in Indian families, a culture, expecting obedience on the part of women which may be the reason for their lack of confidence. Low self-esteem or lack of it is considered a sign of submission to an Indian woman. Boys, on the other hand, are raised with confidence and are considered a sign of masculinity. From the above,  $p < 0.05$ , the null hypothesis was rejected at the 5 percent value level in relation to the company's employee perspective. So there is a big difference between male and female employees in terms of their attitudes towards their organizations. Based on the median points, female employees have a better view (12.10) than male employees (11.67). What could be the reason for this difference in the views of men and women regarding their company?

### 7.3. Testing of Hypothesis II

- Ho: There is no significant difference between unmarried and married employees with respect to the factors of QWL in their organization.

- H1: There is a significant difference between unmarried and married employees with respect to the factors of QWL in their organization.

To test the hypothesis, “there is no significant difference between unmarried and married employees with respect to the dimensions of factors of QWL”, the significance of difference between the mean scores of married and unmarried employees on the five variables in the study. The results are presented below in Table.7.3

<b>Table.7.3: ‘T’ Test for Significance of Difference between Married and Unmarried Employees with Respect to the Factors of QWL</b>					
<b>Factors</b>	<b>Marital Status</b>	<b>Mean</b>	<b>SD</b>	<b>t value</b>	<b>P value</b>
Work Culture	Unmarried	24.56	3.42	3.596	0.000**
	Married	23.35	3.42		
Working Conditions	Unmarried	22.65	3.01	2.431	0.015*
	Married	21.87	3.78		
Work Life Balance	Unmarried	24.26	3.08	2.858	0.004**
	Married	23.35	3.55		
Employee Attitude	Unmarried	57.93	8.27	0.948	0.343
	Married	57.16	8.17		
Quality of Work Life	Unmarried	7.38	1.38	3.203	0.001**
Significant at 1% level					
*Significant at 5% level					
Source: Primary Data					

Table 7.3 shows that the 'p' value is less than ( $<0.01$ ) in the workplace (0.000), working conditions (0.015) and Occupational Health Balance (0.004). Since the value of 'P' is less than 0.01, the null hypothesis is rejected. at the 1% significance level regarding work conditions, work culture and Work Life balance, QWL (0.001) at  $P < 0.01$  and work attitudes between married and single respondents differ as shown in the table above. (0.343) and that is why the Null Hypothesis was adopted and employees' attitudes towards their organizations are found to be similar. It, therefore, concludes that there is a significant difference between single and single employees in terms of the above-mentioned QWL features. Based on the rated points, unmarried workers have a greater view of work culture (23.21), working conditions (24.56) and working life balance (24.26) than married workers. The average number of married couples in the work culture is (21.85), working conditions (23.35) and WLB (23.35). Single employees have no family health problems, such as caring for parents, spouses and children etc. Because of family obligations, married workers may find it difficult to balance work and family life. Employment health balance is a major problem for them. This contributes to their perception of the company's working conditions. Lack of Occupational health balance affects their attitude towards their organization as given to their managers. The company's HR department should look into the matter and ensure that married employees maintain a happy balance between their work life and family life. Based on average numbers, single employees have a better view compared to married workers.

The reason for this difference may be that workers in a family situation are bound by other obligations. This affects their attitude towards the work they do and ultimately their perception of the company in which they work. Therefore, the need for BPM to consider measures that will reduce work stress due to: stressful performance objectives, robust moments and careful monitoring. it may become unbearable over time. Business processes at BPM need to be seriously reviewed in the current global environment in order to reduce employee fatigue. Most BPM employees complain of headaches and digestive disorders that may be the cause of absenteeism and fainting due to work conditions, working conditions prevailing throughout BPM. Almost everyone who works in this field is depressed and expects to be given a

10–15-minute sleep or rest period. Companies must take these issues seriously and make the necessary changes to HR policies to protect the body and mind in order to improve the welfare and well-being of employees. It's all about dreams, career aspirations and youth life goals in these organizations.

#### 7.4. Testing of Hypothesis III

Null Hypothesis: There is no association between the level of quality of work-life and level of Work from Home. To test the hypothesis, “there is no association between level of quality of work-life and level of Work from Home”, chi-square test was done using cross tabulation. The three levels under the quality of work-life considered for the present study were "low", "moderate" and "high". And the three levels of Work from Home were also "low", "moderate" and "high". Cross tabulation was done to find out the row and column percentages. Row percentages are given in curved brackets and column percentages are given in square brackets. Chi-square value was also computed. The results are summarized in Table-7.4.

**Table. 7.4: Chi-Square test for Association between Level of Quality of Work-Life and Level of Work from Home**

Level of Quality of Work-Life	Level of Work from Home			Total	Chi-square value	P value
	Low	Moderate	High			
Low	40 (31.5%) [44.9%]	79 (62.2%) [27.5%]	8 (6.3%) [6.5%]	127		
Moderate	42 (17.9%) [47.2%]	129 (54.9%) [44.9%]	64 (27.2%) [51.6%]	235	54.034	0.000**
High	7 (5.1%) [7.9%]	79 (57.2%) [27.5%]	52 (37.7%) [41.9%]	138		
<b>Total</b>	<b>89</b>	<b>287</b>	<b>124</b>	<b>500</b>		
Source: Primary Data Note: 1. The value within ( ) refers to Row percentage 2. The value within [ ] refers to Column percentage						

Table 7.4 shows that since the P value is less than 0.01, the null hypothesis is rejected at the 1 percent value level. It, therefore, concludes that there is a significant difference between the QWL level and the Home Work rate. Based on row and column percentages, employees with low QWL have a lower rate of Home Work than a higher QWL level. Low QWL employees have 31.5% low level, 62.2% medium level and 6.3% high level work from Home. Employees with a moderate QWL level have a low rate of 17.9%, 54.9% intermediate level, and 27.2% high level work from Home. Employees with a high QWL level have a low level of 5.1%, 57.2% medium level and 37.7% high level Homework. The analysis reveals that there is a significant difference between the QWL level and the Home Work rate. A number of books have tried to summarize the connection between QWL and work performance. The document states that in order to ensure the success of the organization, the organization's "engine" organization must be focused, well-equipped to ensure that it will contribute as much as possible.

Employees show dissatisfaction by acting below their real potential when their needs can be met by the organization. Future books that try to find a connection between QWL and work performance are mainly focused on the concept of salary inclusion, salary increases, bonuses, benefits, pensions and medical benefits which are excellent examples that can encourage employees to contribute as much as they can to their expenses. employer. Aside from the

salary aspect, social media features are one of the most important factors influencing work performance. This feature includes respecting others, working together, believing in others and sharing information that will benefit the employee and the employer. The workplace, job security and safety features such as the retirement plan, trade union and risk-free workplace are some of the examples that can motivate employees. Organizational support also provides an important tool for strengthening staff performance. If the “engine” organization is left to run alone without support / supervision, its performance will be affected. Individual and family life, personal health and well-being have been found to influence the performance of employees.

## **8. CONCLUSIONS**

The identification of key gaps in QWL documents is the goal of this study. Therefore, the current study aims to fill these gaps by creating a brand-new paradigm to create a more comfortable working environment for selected hotspots in Hyderabad and to maintain a high level of QWL for young professionals working there. It should be remembered that the IT industry per minute is a leader among young adults in India. Therefore, the military leaders who control the community with the necessary skills are the best way to deal with the challenge of segregation among men, and the development of QWL as a whole can make this problem easier to solve. Terms and assumptions, data filtering method, sample and sample processes, QWL measurement tool, scale reliability. Analysis and description of the unit area of the specified data. Limits are displayed. Therefore, BPM companies should take extra care to create a happy work environment characterized by harmonious public relations wherever employees grow and develop. There are some warnings as the conclusions apply only to this population and the general familiarity with the other side of this figure is not the same. Obviously, perfection is not stated, and without a doubt, it is acknowledged that this study is not a submissive attempt at this point. There are suggestions and guidelines for future research, such as that BPM companies should take extra care to create a comfortable work environment, characterized by harmonious interpersonal relationships, where employees can grow and develop around each other Making BPM companies in Hyderabad a better place. performance. learn and live. On the other hand, in the current context of COVID-19, the concept of home office, work ethic, long-distance work influencing staff attitudes and employees' perception of QWL in BPM organizations has become inevitable. After all, staff opinion on BPM plays an important role in influencing organizational involvement. Therefore, managers need to consider the thinking of employees and develop strategies with good business practices in order to stay in their organizations.

## **AUTHOR'S CONTRIBUTION**

Dr. Madhavi Challa, and Kameswara Rao Poranki are the joint authors of this paper. They have evolved the idea and developed the quantitative data, information, questionnaires, design to undertake the empirical study. The numerical contributions done by using SPSS.19.0 and AMOS 26.

## **CONFLICT OF INTEREST**

The authors certify that they have no affiliations with or involvement in any organization or entity with any financial interest, or non-financial interest in the subject matter or materials discussed in this manuscript.

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